

What is claimed is:

- 1 1. A quality assurance method for a services solution, comprising
- 2 the steps of:
- 3 defining a first solution by a provider having a business
- 4 objective, for a customer having a need;
- 5 performing a first assurance review of said first solution to
- 6 determine whether said first solution is technically viable,
- 7 deliverable, and includes technical risk identification,
- 8 assessment, and containment plans;
- 9 performing a second assurance review of said first solution to
- 10 determine whether said first solution includes complete
- 11 schedules, a complete cost and profit case, and said first
- 12 solution satisfies both said provider business objectives and
- 13 said customer need;
- 14 defining a second solution by said provider, by correcting any
- 15 deficiencies identified in said first or second assurance
- 16 reviews;

17 thereafter, performing a first readiness review of said second  
18 solution to identify new issues or risks which arose during said  
19 obtaining customer commitment step, determine whether delivery  
20 plans are established, and establish baselines for performance  
21 and said profit case;

22 periodically performing a project management review to verify  
23 said second solution is being managed as defined, meeting said  
24 profit case, and meeting said customer need; and

25 thereafter, performing a deliverable readiness review to verify  
26 that said second solution has been delivered to said customer and  
27 that said second solution satisfies said customer need.

1 2. The method as set forth in claim 1, further comprising the  
2 step of performing a third assurance review of said second  
3 solution to determine whether said deficiencies have been  
4 satisfactorily corrected.

1 3. The method as set forth in claim 1, further comprising the  
2 step of obtaining customer commitment to said second solution.

1 4. The method as set forth in claim 1, wherein said first  
2 readiness review is performed to determine whether communication,  
3 organization, tracking, change control, quality management, and  
4 reporting delivery plans are established.

1 5. A method of managing a quality assurance service solution,  
2 comprising the steps of:

3 a first solution defining by a provider having a business  
4 objective, for a customer having a need;

5 performing a first assurance review of said first solution to  
6 determine whether said first solution is technically viable,  
7 deliverable, and includes technical risk identification,  
8 assessment, and containment plans;

9 performing a second assurance review of said first solution to  
10 determine whether said first solution includes complete and  
11 reasonable schedules, a complete cost and profit case with  
12 contingencies identified, and said first solution satisfies both  
13 said provider business objectives and said customer need;

14 defining a second solution by said provider, by correcting any  
15 deficiencies identified in said first or second assurance  
16 reviews;

17 thereafter performing a third assurance review of said second  
18 solution to determine whether said deficiencies have been  
19 satisfactorily corrected;

20 obtaining customer commitment to said second solution;

21 thereafter, performing a first readiness review of said second  
22 solution to identify new issues or risks which arose during said  
23 obtaining customer commitment step, determine whether delivery  
24 plans are established, and establish baselines for performance  
25 and said profit;

26 periodically performing a project management review to verify  
27 said second solution is being managed as defined, meeting said  
28 profit case, and meeting said customer need; and

29 thereafter, performing a deliverable readiness review to verify  
30 that said second solution has been delivered to said customer and  
31 that said second solution satisfies said customer need.

6. The method as set forth in claim 5, wherein said first readiness review is performed to determine whether communication, organization, tracking, change control, quality management, and reporting delivery plans are established.

7. A method of bringing about a service solution for a customer having a need by a provider having a business objective, said method comprising the steps of:

performing a first assurance review of said first solution to determine whether said first solution is technically viable, deliverable, and includes technical risk identification, assessment, and containment plans;

performing a second assurance review of said first solution to determine whether said first solution includes complete and reasonable schedules, a complete cost and profit case with contingencies identified, and said first solution satisfies both said provider business objectives and said customer need;

defining a second solution by said provider, by correcting any deficiencies identified in said first or second assurance reviews;

16 thereafter, performing a first readiness review of said second  
17 solution to identify new issues or risks which arose during said  
18 obtaining customer commitment step, determine whether  
19 communication, organization, tracking, change control, quality  
20 management and reporting plans are established, and establish  
21 baselines for performance and said profit;

22 periodically performing a project management review to verify  
23 said second solution is being managed as defined, meeting said  
24 profit case, and meeting said customer need; and

25 thereafter, performing a deliverable readiness review to verify  
26 that said second solution has been delivered to said customer and  
27 that said second solution satisfies said customer need.

1 8. The method as set forth in claim 7, further comprising the  
2 step of performing a third assurance review of said second  
3 solution to determine whether said deficiencies have been  
4 satisfactorily corrected.

1 9. The method as set forth in claim 7, further comprising the  
2 step of obtaining customer commitment to said second solution.